



EEOICPA BULLETIN No. 2004.04
Office of Worker Advocacy Procedure Manual
Energy Employees Occupational Illness Compensation Program Act

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Subject: Case Management Technician Role Definition

Applicable OWA Procedure: Part 5, Case Management; Section 2, Roles and Responsibilities

This Bulletin will remain in effect until incorporated into the OWA Procedure Manual.

Description of Change:

This Bulletin defines the role and responsibilities of the Case Management Technician.

Reasons for Change:

To define Case Management Technician role.

Definitions:

CMT – Case Management Technician

Action:

To Part 5, Case Management; Section 2, Case Management Roles and Responsibilities, add the following definition as paragraph b after Case Manager (CM). The existing definition for Case Manager Assistant (CMA) is changed to paragraph c.

- b. Case Management Technician (CMT) assists the Case Manager by assigning initial case information requirements during the initial phase of the case management process. Responsibilities include contacting the applicant to provide general information about the process and an OWA overview, refine the claimed illness, and send a letter to the applicant requesting additional personal medical and employment information and conducting occupational health histories, when needed. CMTs may also perform other CM duties as necessary.